



**JOB ANNOUNCEMENT
CITY OF TROY, AL
INTERNAL/EXTERNAL**

CLASSIFICATION TITLE: IT Helpdesk Technician II

FLSA DESIGNATION: NON EXEMPT/CLASSIFIED

OPENING DATE: November 10, 2016

CLOSING DATE: November 18, 2016

SKILL LEVEL: 7

SUMMARY DESCRIPTION:

Under administrative direction, this classification will perform technical tasks providing technical and user support, and maintenance of the voice, video, and data communication systems.

REPRESENTATIVE DUTIES: Under the Direction of the IT MANAGER

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Handles incoming request to the IT helpdesk. Helps users system-wide either remotely or in person to resolve issues with associated software or hardware issues.
2. Maintains and operates assigned City communications systems, operating systems and software applications.
3. Interacts with departments, agencies, consultants and contractors to maintain information and communications systems.
4. Configures, installs, moves and repairs telephony hardware, communication hardware, network hardware, computer hardware and peripheral equipment; tests and evaluates new hardware; installs and tests network wiring.
5. Installs new software applications; upgrades existing applications; repairs software problems.
6. Monitors working conditions or equipment; performs preventative maintenance tasks.
7. Maintains emergency energy un-interruptible power sources (UPS).
8. Prepares and maintains systems documentation and operations procedures.
9. Responds to questions, problems, and requests for information and assistance from employees, officials or other persons.
10. Communicates with supervisor, co-workers, users, other departments and other individuals as needed to identify IT communications needs, review options and costs and discuss work in progress, exchange information, resolve problems and provide operational support.
11. Maintains a working knowledge of a variety of operating systems and software programs to operate a computer in an efficient and effective manner.
12. Maintains all equipment used in the performance of duties in a safe and responsible manner.
13. Performs other related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Ability to install, configure, troubleshoot and maintain physical and virtual operating systems, and hardware.
- Excellent written and oral communication skills including outstanding interpersonal skills.
- Ability to conduct and direct research and present ideas in a business-friendly and user-friendly language.
- Highly self-motivated with keen attention to detail.
- Communicate and interact with personnel at all levels of the organization in a business, professional, and respectful manner.

MINIMUM QUALIFICATIONS

- A. High school diploma or GED.
- B. Valid Alabama Driver's license is required.
- C. Subsequent to job offer, applicant must submit to and pass a pre-employment physical and drug/alcohol screening.
- D. Subsequent to job offer, applicant is subject to satisfactory background check and MVR.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

Essential Physical Abilities
Able to stand and stretch above shoulders. Ability to climb on ladder to connect and maintain networking equipment. Must be able to lift printers, computers and other hardware as needed at least 50 lbs. Must hear well enough to engage in conversations, hear telephone, various alarms and other sounds. Vision must be normal and be able to discern color dialing and keyboarding. Stooping, bending and working on knees or under desks as required.
Supervisory Control
The IT Manager assigns work in terms of general and specific instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
Guidelines
Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application.

Complexity
Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations.
Scope & Effect
The purpose of this position is to provide support to all city departments on voice, video and data. Success in this position results in greater effectiveness of the information technology and data management for all departments of the City of Troy.
Personal Contacts
Contact is typically with employees, co-workers, vendors, and occasionally members of the general public.
Purpose of Contacts
Contacts are typically to give or exchange information, resolve problems, and provide services.
Work Environment
Requires working inside and outside the office. Sitting at a desk for extended periods of time. This position works frequently under pressure and in a somewhat stressful environment. Willing to visit offsite users and provide support as needed. Able to work alternative hours, extended hours and holidays for computer maintenance, installations or redesign of hardware.
Supervision Exercised
Occasionally supervises technical assistant and part-time or temporary workers.

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy Human Resources
301 Charles W. Meeks Avenue
Troy, Alabama 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS

WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

The City of Troy is an Equal Opportunity Employer.